myHancock Passwords

Forgot Password Options

**Remember:** Passwords are case sensitive (capital and lowercase letters must be entered precisely). Forgot your password? You have a few options.

Click on the *Failed Login?* link.

**Option 1:** If you receive the **Failed Login** error message *username/password pair not found* and believe that you have entered the correct pair, try the following:

**Failed Login**

**ERROR:** *username/password pair not found*

[Click Here](#) to re-enter your username and password.

If you need assistance, contact your system administrator.

Enter the default password instead. The default password is in the format: Ahc!YYYYMMDD

- YYYY is the year you were born
- MM is the month you were born
- DD is the day you were born
If you are successful logging in with the default password, click on My Account link in the upper left of the screen to change the password to one of your own choosing.

Note: If you have not yet set up your secret questions you will see the message below, and you cannot use the Failed Login? link. You need to return to the myHancock Login page and use one of the other options listed.

**Secret Questions and Answers Not Setup**  
Secret questions and answers have not been setup for the supplied login identifier.  
Click here to return to the login screen.

If you are still not successful logging in when using the default password, you have three options:

**Option 1**: Click Forgot Password? If you remember the answers to your secret questions.

**Option 2**: If you are a student, click Find Username / Reset Password to retrieve your username and get a temporary password.

**Option 3**: Click on Still having problems logging in? and complete the form for further assistance.

If you have set up your secret questions you will see the message below:

Type in your user name and click the **Submit** button.

---

**Secret Questions and Answers Login**  
If you have forgotten your password you can login by supplying your previously setup secret questions and answers. Enter the user name you use to login with to continue.

User Name:  

Submit  
Cancel  

1) You will be presented with your secret questions. Type in the answers and click the button.

![Answer Your Secret Questions](image)

2) If you typed in the correct answers, you will see the screen below. Click the button.

![Secret Questions Answered Correctly](image)

If you are still not successful logging in you have other options:

**Option 2:** Click **Find Username / Reset Password** to retrieve your username and get a temporary password.

Please type your first and last name EXACTLY as submitted on your admission application and use the format shown for your birthdate. Click on Lookup. If you have not yet submitted an application, please complete a [Credit Admission Application](#), if enrolling in credit classes, or a [Community Ed (Spectrum) Admission Application](#) if enrolling in non credit classes.
This is what will be given to you:

**Your myHancock User Name is:** **spike.bulldog**
**Your myHancock Password has been reset to:** **Yfhi7Ctm**

Please return to the Login Screen and type your user name and temporary password exactly as they appear above. Do not copy and paste the password (it will add a space to the end of the password).

After you enter in your user name and temporary password you will see the message below and enter in a new password of your own choosing and re-enter it to confirm.

Click the **Save Changes** button.

If you do not have a social security number, you will receive your login information in person at the Admissions and Records Office. Please provide a photo ID when visiting the Admissions and Records Office.

**Option 3:** Click on **Still having problems logging in**?
Complete the Login Problem form. Use your personal email address not your Hancock email address. Supply the user name and password that you are trying unsuccessfully to use.

If you cannot read the Captcha words, click on the refresh button to get new words. Captcha is a type of challenge-response test used in computing to ensure that the response is not generated by a computer.

Click the Send button.

Your email will be read in the order it is received during normal business hours and a response will be emailed to you.

This option should be used only if the other options are unsuccessful.